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Standard Edition
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This is the forty eighth edition of the Periodic Electronic Newsletter (PEN) for MCI Mail users assigned to Oppenheimer Software (MCI Mail agency NY4). You may respond to the PEN by typing ANSWER at the COMMAND; line that appears after you read this. This mailbox (218-0241) is toll free - you may write to it as often as you wish, at no charge! (Please note that you may order a toll-free mail box - contact Oppenheimer Software for more information.)

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Editors Note:
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MCI Mail is used by both interactive users (those using a PC and a modem), and by ONR (Off Network Registrants) users, who access MCI Mail from a LAN, WAN or mainframe environment.

Until now, both types of users received the same PEN newsletter, even though some articles were only of value to one or the other group.

Starting with this issue, the PEN Newsletter will be distributed in two separate editions.... one for interactive users, and one for LAN/WAN/mainframe users.

This will allow us to reduce the size of the PEN Newsletter somewhat, but more importantly, you will get information that is of value to you, and not someone else.

Additionally, this edition of the PEN Newsletter has a slightly different focus from others previously published.

The prior PEN Newsletters have focused on new MCI Mail features or services. In this issue however, nearly every article covers a product from an outside vendor that is designed to be used with MCI Mail, or in someway, improves your use of MCI Mail.

As MCI Mail has become popular, more and more companies have found opportunities to meet the needs of MCI Mail subscribers. Future issues of the PEN will continue to highlight these types of products.

If you have encountered a product or service that uses, or helps you use MCI Mail, please let us know about it..... send a message to MCI ID:218-0241.

>>>>>>>>>>>>>>>>
1-800-I-WANT-MCI
>>>>>>>>>>>>>>>>

A toll free *FAX* number is available for anyone wanting to set up accounts on MCI Mail:

1-800-I-WANT-MCI (1-212-787-2416 outside the USA)

The fax should include the name, address, phone and fax numbers of the requester. Typically, the account will be activated the following business morning. To help the new subscriber, a four page fax will be returned with the account information and basic starting instructions.

You can also use the NEWUSER script described below. However, this toll-free fax number can be used by anyone with access to a fax machine.

>>>>>>>>>>>>>>>>>>>>
NEED ANOTHER MAILBOX?
>>>>>>>>>>>>>>>>>>>>

The NEWUSER script has been used by hundreds of people to set their friends, associates and clients up on MCI Mail, add new mailboxes to

existing accounts, or to request information on behalf of a colleague.

If you have a friend across town, or in another country who wants to benefit from electronic mail, or if you know of someone who tediously sends faxes out from a fax machine and is looking for a better way, or someone who sends letters and memos by overnight courier and would like to save some money, you can help them by introducing them to MCI Mail.

To use this feature, log into MCI Mail interactively (MCI Mail Express users press {CTRL}J after starting the program). At the Command; prompt, type:

CREATE USING NEWUSER {ENTER}

Answer all questions, and follow the instructions at the end of the SCRIPT. You will be notified when the new mailbox/account is active.

Note. . . If you access MCI Mail via MCI Mail Express, or a LAN gateway, you may send the name, address and phone and fax number of the referral to mailbox 218-0241, or you may fax this information to 212-787-2416. We will contact them immediately and arrange for the account or mailbox.

Additionally, the *FAX* number 1-800-I-WANT-MCI is available for anyone looking to request information or establish an account for themselves.

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MCI FAX BROADCAST FROM WITHIN WINDOWS APPLICATIONS
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The MCI Fax Broadcast service, geared towards people who need to send out multiple faxes (up to 10000 faxes) is normally accessed from a standard fax machine. This approach, while easily done by anyone with access to a fax machine, has the downside that the fax, due to the scanning process in the fax machine, is typically of a slightly degraded quality, and that the computer paper on which the faxed image was printed becomes waste when discarded.

To address this, MCI and Delrina are now offering a special version of Delrina’s WinFax Pro for MCI Mail Broadcast users.

WinFax Pro gives you the ability to "fax enable" a document directly from within a Windows application such as Word for Windows. It uses Windows "print option", making faxing your documents as easy as printing them. Now, sending out thousands of faxes is as easy as printing one copy to your printer has been.

This new WinFax Pro for MCI fax Broadcast requires:
- PC (386 or 486) with Windows 3.1 or later
- compatible fax/modem (Class 1, Class 2, CAS or Worldport)
- at least 3MB of free disk space, although 7MB is suggested

Additionally, you need an MCI Fax Broadcast account. Existing Fax Broadcast users may require a new fax broadcast account to facilitate WinFax Pro.

For additional information, or to order a Fax Broadcast account or a

copy of the software, please send a message to MCI ID:218-0241.

Note: The standard version of WinFax Pro that you may already have, does not support MCI Fax Broadcast. However, this special version, which has all of the features of the standard version, is sold by MCI for about one half of the price of the standard version.

>>>>>>>>>>>>>>>>>>>>
E-MAIL LOOKUP...UPDATE
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Advanced Productivity Software, Inc. has released a Windows version of E-Mail LookUp, the MCI Mail addressing software reviewed in the PEN Newsletter #46 last May.

E-Mail LookUp automates addressing and cost-tracking for MCI Mail services from a variety of LAN e-mail products using an MCI Mail gateway.

This software was developed specifically for use by law firms and other professional firms to facilitate cost recovery for electronic mail messages. The address book can store default client and matter billing codes for each recipient and these codes can be easily changed for a particular message where required.

E-Mail LookUp automatically passes billing codes along with the address so MCI Mail invoices can separate charges by client/matter number any other codes you select. This enables firms to account for their electronic mail and fax traffic, and accurately recover the cost from their clients.

E-Mail LookUp provides address books that can be maintained for individual or system-wide use. Address information for all MCI Mail delivery services, including electronic mail, fax, telex and paper mail can be stored by E-Mail LookUp's address book. Users simply select a recipient name and delivery method from a pop-up list. E-Mail LookUp then takes the relevant address information from the address book and fills out the "To:" line in the users' electronic mail software. This eliminates the need for users to enter the complicated address lines required by gateways to create an MCI Mail address.

Please send a message to MCI ID:607-6139 if you would like some additional information about E-Mail LookUp or would like to order a copy.

>>>>>>>>>>
OUTSIDE/IN
>>>>>>>>>>

If you've ever been frustrated trying to work with an attachment of unknown origin, there's a handy utility that you may want to look into: Outside/In, from Systems Compatibility Corp.

This program (available in DOS, Windows and Macintosh version) lets you display more than 160 types of files without having, or running the

program that created them.

Most of us have heard of, and work with one of the more popular word processing packages, such as WordPerfect, Word, WordStar, etc., and most of these packages can view messages created by the other popular programs. However, what would you do if you received a file created by Nota Bene, Xy-Write, MASS11 or DEC WPS Plus? Or a spreadsheet created by Framework, Symphony, SuperCalc or VP Planner?

Outside/In reads and displays word processing, spreadsheet, graphic, database and presentation formats. It even supports PKZip and JPEG files, displaying the archive and individual files. These aren't plain-text viewers, but fully formatted displays with fonts, graphics, tables, OLE objects and much more. Just select any file or attachment and Outside In instantly displays the contents. In addition to viewing, you can print and search files or copy formatted data to the Windows Clipboard for use in other programs.

The Windows version even integrates into other popular programs, and can be run from inside Windows word processors, E-mail programs or file managers.

Systems Compatibility can be reached at MCI ID:473-0772

>>>>>>>>>>>>>
MCI FAX REPLY
>>>>>>>>>>>>>

Imagine that you were running a subscription service. Prospective applicants call you to request information or application forms. Your staff takes the brochures and application forms to the fax machine, fills out a cover page form, and then faxes it all to the requestor. Then they write into a log file, the name, phone and fax number of the person who called so that the sales dept. can follow up at a later time. Lastly, the cover page, is thrown away, and the forms that were faxed are filed until the next prospect calls in.

Dozens, or hundreds of times a day, this labor intensive process is repeated. Of course if enough people call in, either there are no people to take the calls, or a backlog develops at the fax machines.

This is a perfect fit for MCI's newest fax service: MCI Fax Reply.

This Fax-on-Demand service allows you to create a "bulletin board" containing not only the documents that you want to fax to people, but also, catalogs of these documents to make it easier for the caller to select the desired document.

Since it is managed and maintained by MCI, subscribing to the MCI Fax Reply service does not require you to purchase any special equipment or software. You simply need a telephone to create the voice prompt portion of the service, and a fax machine to load the documents and catalogs into the system. Both the voice prompts (created by you, or a hired actor) and documents can be updated as needed, as often as you like.

The MCI Fax Reply service allows you to store to up 250 documents (each

may be several pages long), and offers the capability for two types of documents.

* CATALOGS are used to provide a listing of the different documents available by the service.
- Programs requiring more than 5 documents should use a catalog.
- One program can have up to nine catalogs.
- Catalogs typically contain the document names, a brief description and the document numbers
* DOCUMENTS are any type of printed 8 1/2" X 11" information. The service allows for your customer to store up to a maximum of 250 documents.

Callers access MCI Fax Reply by dialing an 800 or standard (DID) dial number seven days a week, twenty-four hours a day to retrieve documents at their convenience. Documents are selected in response to customized voice prompts and are delivered to the fax machine identified by the caller. Within minutes MCI Fax Reply delivers the requested documents to the caller's Group III fax machine anywhere in the world. MCI Fax Reply will make 6 attempts in 20 minutes to deliver the message. If the document has not been delivered within 20 minutes the delivery request will be cancelled.

You may elect to control access to your documents by requiring a PIN (Personal Identification Number) number to be entered at the time that a document is retrieved. This PIN number can either limit access only to specific people, or can control the fax number that a specific document may be faxed to.

For example, you may need to have your sales people in the field retrieve confidential price lists and order forms from MCI Fax Reply. MCI Fax Reply will deliver the request document to whatever fax machine they happen to be near, providing they have a valid PIN code for the document.

However, the weekly sales reports, destined for management, may not only be limited to managers, but their delivery may also be limited to specific fax machines at the central office... for security reasons. MCI Fax Reply can handle this very easily.

Of course brochures, and customer application forms would be available to anyone calling in, and could be sent to any fax machine designated by the caller. For these documents, no PINs would be needed.

Other possible applications include product literature, catalogs, newsletters, employee handbooks, internal company directories, internal processing procedures, rolodex cards, phone, stickers, etc.

When you subscribe to the MCI Fax Reply service, you may opt for supplying your own 800 number, using an MCI bundled 800 number (only $.10/minute additional) or having your callers call a 908 area code number. There are no charges for abandoned inbound calls.

The optional cover page is generated automatically by the system. It includes a header, typically with your company's information, as well as an optional graphic image (submitted as a PCX file, or camera ready graphic), and can also include up to 36 lines of pre-stored text -

typically contact information, instructions, or anything else that you would like.

MCI Fax reply also offers you the option of having the caller routed through to an operator supplied by your company or to your companies voice mail system after they have selected the documents that they wish to receive. (Note: the operator pass thru must be to a customer-supplied 800 number).

MCI Fax Reply generates reports that can be e-mailed or faxed to you, and that contain information (name, telephone and fax numbers, and information on the documents retrieved) about each of the dial in sessions. This information can they be used for followup if needed. The reports can be generated every 4 hours, daily or weekly.

MCI Fax Reply is right for you if you fit the below profile:

* Need to deliver 15-25 commonly requested documents
* Typical document length 3-4 pages
* At least 100 inbound calls per business day
* Need to have information provided NOW
* Need to shorten the sales cycle by providing immediate information to prospects that will assist in closing the sale
* Need to enhance Customer Service/Relations efforts by providing alternative methods to deliver information and extended hours of operations without employing additional resources
* Need to enhance operating efficiency by getting out information faster and reduce costs associated with maintaining a large inventory of collateral and postage expense

However, MCI Fax Reply may not work well for you if

* you need any of the below options:
- 900 Number access.
- Credit Card billing options.
- Uploading documents via PC files (e.g. TIFF, PCX, etc.)
- Voice capture for transcription services.
* Documents are rarely or infrequently requested
* Documents are very long (over 10 pages long each)
* Daily expected call volummes are less than 100 calls per business day
* Need to promote the product/service via voice recording.
* Call in volummes that are considered to be concentrated to a specific time frame; all traffic occurs over a small period versus an even distribution throughout the day.
* Requires frequent document updates or access to remote databases.

MCI Fax Reply is surprisingly inexpensive. There is no charge for setting up the service or for loading documents. If you elect to use an MCI supplied voice actor, there is a charge. However, if you hire your own actor or use your own voice, its free.

If you elect to use the bundled 800 number, the charge is $.45 per minute for domestic fax delivery. If you use your own 800 number, or the 908 number, then the charge if only $.35 per minute. The per minute charges are for the duration of the outbound fax call... there is no charge for the callers time while requesting the fax. Faxes sent to international locations are additionally billed for the faxing time, the

the cost varies by country. There is a $50/month minimum charge, which is offset by usage.

If you are interested in an on the phone demonstration of the Fax Reply service, please send a toll free message to MCI ID: 218-0241. Please include your telephone number, fax number and the date and time that you would like the demonstration.

>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>
A NEW GATEWAY? TENFOUR OL' BUDDY
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Until now, the only way to connect a WordPerfect Office 4.0 system to MCI Mail required the use of a WordPerfect 3.0 bridge, which was a generally difficult configuration to support.

Now, The TFS (Transfer File System) for WordPerfect Office 4.0 gateway, developed by TenFour in Sweden changes all of that.

Its advanced features include:

* Easy scripting for different access methods, including MCI Mail Global Access, making it simple to install and use anywhere in the world.

* Built-in support for extended ASCII, making it possible to use local character sets.

* Support for all of the address formats provided by MCI Mail.

TFS also introduces DIME (Direct Information Messaging Exchange) which makes it possible to send information through TFS to a direct address on the user's LAN, such as a file name or a printer.

TFS requires a dedicated gateway PC (286 or higher), a Hayes-compatible modem (speeds up to 9600 baud supported), and WordPerfect Office 4.0a or later. TFS has access to WP Office post office through the API supplied with WP Office.

Administrators can indicate which local users have access to the gateway, as well as the maximum size of the file attachment(s). Administrators may also require charge codes for outbound messages to assist in monitoring usage and internal or client chargebacks. Receipts can be generated to indicate when mail leaves the post office and is delivered to MCI Mail. An automatic alarm feature for undeliverable messages and receipts from MCI Mail tells users will if the messages have reached their destination.

For more information, or to order TFS, please send a message to MCI ID: 671-9018.

>>>
ROI
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Do you need to know more about the company with whom you have an

interview? Want to know what your competition is doing? Interested in knowing more about a particular market or stock in which you want to invest? All of this information, and more, is available to you on the Dow Jones News Retrieval Service.

However, if your access to MCI Mail is from a LAN, or if you do not know where or how to find this information or just too busy to do it yourself, Research Online International, Inc. (ROI), a business research firm providing customized information for companies that need quick and thorough answers may be the right answer for you.

ROI specializes in competitive and market analysis. ROI's expertise is in synthesizing and analyzing information, providing a prudent framework upon which clients can make their vital business decisions.

You can send an e-mail message to ROI requesting a search on Dow Jones News/Retrieval, or a host of other sources, as well as an analysis of the resulting data. ROI will report its findings back via MCI Mail, fax, or courier.

For more information about ROIs services, or a quote on the cost of the research is sent back to the client for approval before work is begun.

For more information, send an e-mail message to ROI, MCI ID: 652-1765, and put the words "PEN NEWSLETTER" in the subject field.

>>>>>>>>>>>>>>>>>>>
GLOBAL ACCESS UPDATE
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MCI Mail can be accessed from the following countries via Global Access:

ARGENTINA	AUSTRALIA	AUSTRIA	BELGIUM	BRAZIL
COLOMBIA	DENMARK	FINLAND	FRANCE	GERMANY
GREECE*	HONG KONG	INDONESIA	IRELAND*	ITALY
JAPAN	KOREA	LUXEMBOURG	MEXICO	NETHERLANDS
NEW ZEALAND*	NORWAY	PHILIPPINES	PORTUGAL	RUSSIA
SINGAPORE	S. AFRICA	SPAIN	SWEDEN	SWITZERLAND
TAIWAN	THAILAND	UNITED KINGDOM		

* New locations

For additional information on Global Access, including the local numbers, instructions, etc, please send a toll free message to MCI ID:234-9875.

>>>>>>>>>
POWERUSER
>>>>>>>>>

Have you seen "It's A Good Life" once too often? Do you still feel foolish for renting the headset on that flight that showed Mel Brooks "Silent Movie"?

You can now can check the movies being shown by the different airlines *before* booking your flight.

Log onto MCI Mail in the interactive mode (MCI Mail Express users, press {CTRL}J after starting the program), and type DOW at the Command: prompt to connect you to Dow Jones. At the next Command prompt, type "//OAG" to connect to the Official Airlines Guide. Select "4" at the menu, and follow the self explanatory prompts.

To return to MCI Mail, type DISC.

[Please refer to the Dow Jones material in your welcome kit for general information on pricing]

>>>>>>>>>>>>>>
TILL NEXT TIME
>>>>>>>>>>>>>>

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